Towards a safer caseload in the Islington Crisis Team

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Aim

Aim: weekly average caseload of less than 40 patients in home treatment by April 2018

Tests of Change

Divide team into assessment function and intensive home treatment function with senior clinicians in assessment part

Patients taken on by liaison services or difficult to engage remain under assessment team until felt appropriate for home treatment

Background

• Islington Crisis Team has experienced a rise in demand and caseload over time.

• Raised as an area frontline staff wanted to change in the 2016 Crisis Hothouse event

• The high number of cases in treatment was mentioned in the latest CQC inspection

Driver diagram

- “Constancy of purpose” from leadership and team buy-in required for sustainable change
- Don’t try to change too much at once – original attempt to reduce caseload and reduce time to assess patients concurrently was not successful and staff felt under stress by the level of change
- better to use incremental steps and test at each stage

Data

38% reduction in caseload
47% reduction in caseload since 2016
No reduction in time to assessment

Staff & Service user reflections

Feels less chaotic
More time to see patient
“job is enjoyable again”